HOSTED PBX

April 2016 Release Notes

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1   Release Overview

This release includes a number of new service capabilities in addition to targeted bug fixes to address preexisting issues submitted via the ticketing process.   This document outlines the development items included in the production release.

2   Feature / Service Expansion

This section outlines the changes to features and services available to end user customers.

2.1   WorkTime UC 2.0

The WorkTime user experience is centered around the WorkTime application which can be deployed on Windows PCs, MAC OS X, IPhone, IPAD as well as Android smartphones and tablets. Currently, the Hosted PBX product offers unified messaging applications such as Instant Messaging & Presence (IM&P) and Desktop Sharing. A MyRoom conference bridge is now integrated as part of the unified messaging offering for users with the WorkTime Unified Communication bundle.

The goal of this effort is to enhance the WorkTime solution by offering:

- An integrated Audio Only MyRoom Conference for users that have a Station Type that includes Unified Communications and have the WorkTime Client assigned to them.

- An option to add Video creating a Video-enabled MyRoom Conference (Section 2.4)

- Support for the Collaborate Guest Client to allow external users to join the conference and participate in the Desktop Share, Video Conference, etc. (Section 2.5)

- Support for a discrete WorkTime Collaboration bundle features (Section 2.6)

UC 2.0 functionality requires version 21.2.2 or higher of the WorkTime Mobile and WorkTime Desktop clients.

Additional details are available in the WorkTime Desktop and WorkTime Mobile Client user guides on the Hosted PBX Support Page.

2.2   Video Conferencing in My Room

2.2.1   Overview

Hosted PBX is expanding the MyRoom capabilities to enable the host or leader to create and participants to join a video conference.

- HD Video Collaboration
  - Supports H.264 AVC constrained baseline profile – up to level 3.1 – supporting up to 720pHD video
  - Up to 15 simultaneous MyRoom participants
  - Resolution Agnostic - able to accept wide variety of resolutions from CIF to 720pHD

- HD Audio Collaboration
  - **Doubled** capacity of MyRoom participants to up to 30 simultaneous participants
  - Supported codecs are G.711 µ-Law, A-Law, G.722 and G.729
  - Interoperability
  - Supports WorkTime Desktop (Mac, Windows), WorkTime Mobile (iOS, Android), and WorkTime Tablet (iOS, Android)
  - Interoperates with hardware video phones supporting H.264 AVC constrained baseline profile

For more information, please refer to the Hosted PBX Support Page.

2.2.2 Future Impacts
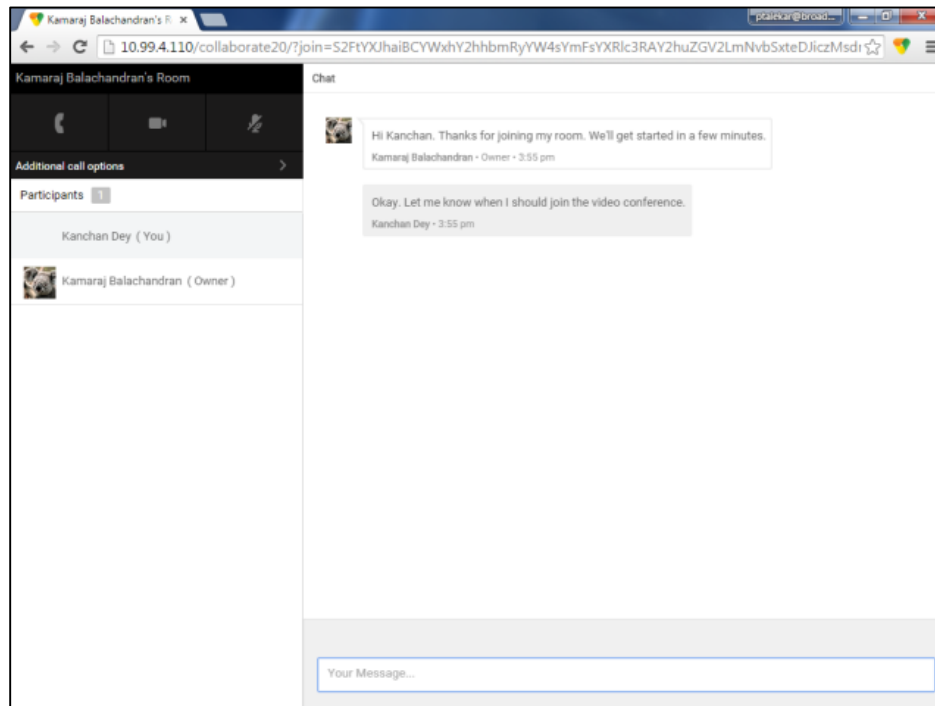
None identified at this time.

2.2.3 Known Issues

None identified at this time.

2.3 WorkTime Guest Client

2.3.1 Overview

The WorkTime Guest Client is an enhanced feature of the WorkTime UC Collaboration Bundle. Delivered from My Room, the host can invite participants to join independent of the Hosted PBX WorkTime clients. These guests can receive a link or email containing a link to connect for audio, desktop sharing, and video conferencing from their browser.

Desktop and Mobile client user Guides on the Hosted PBX Support Page.

Guest Client is an included component in the WorkTime Collaboration Bundle.

2.3.2 Provisioning Process Impacts

The Guest Client is provisioned as an included component of the WorkTime Collaborate Bundle.

2.3.3 Future Impacts

None at this time.

2.3.4 Known Issues

None identified at this time.

2.4 CRM Connect

2.4.1 Overview

CRM Connect is a Hosted PBX Application for Windows Desktop that integrates leading CRM Applications into Hosted PBX's service. CRM Connect works in conjunction with a User's phone and CRM software to provide a productivity enhancing integrated service.

Supported CRM software vendors include: Allstate Insurance Company, ConnectWise, Eniro, Frontrange, Google, IBM, Infobel, Maximizer Software Inc., Microsoft, NetSuite Inc., SAGE, Salesforce.com Inc., Stylite, Sugar CRM, SuperOffice, Swiftpage, TEL.SEARCH, tiger.com, XING, Zoho Corp. See CRM Connect User Guide on the Support Page for specific application names and versions.

For additional information, please refer to the CRM Connect User Guide.

2.4.2 Implementation / User Dashboard Impacts

Administrators assign CRM Connect licenses in MySite.

MyPhone is updated with a new "CRM Connect" tab which allows the download of the CRM connect desktop client when assigned to the user. It also provides the users credentials (same as WorkTime) that must be configured in the client upon first install.

2.4.3 Future Impacts

An Apple Macintosh version of the client is pending.

2.4.4 Known Issues

There are no known issues at this time.

2.5 Call Recording Enhancements

2.5.1 Overview

The Call Recording feature has received several enhancements:

- It now allows enabling/disabling of a pre-alert recording announcement indicating to caller and called party that the call is being recorded.

- A configurable warning tone intermittently played to alert call participants that a recording is in progress.

- On demand, user-initiated start of the recording (previously the entire call was recorded).

- Pause/Resume control with notification to user.

Updates have been made to the Call Recording Quick Reference Guide and the Call Recording Feature Description.

2.5.2 Provisioning Process Impacts

No change to current process.

2.5.3   Implementation / User Dashboard Impacts

Administrators configure new and revised call recording features for users in MySite per standard procedure.
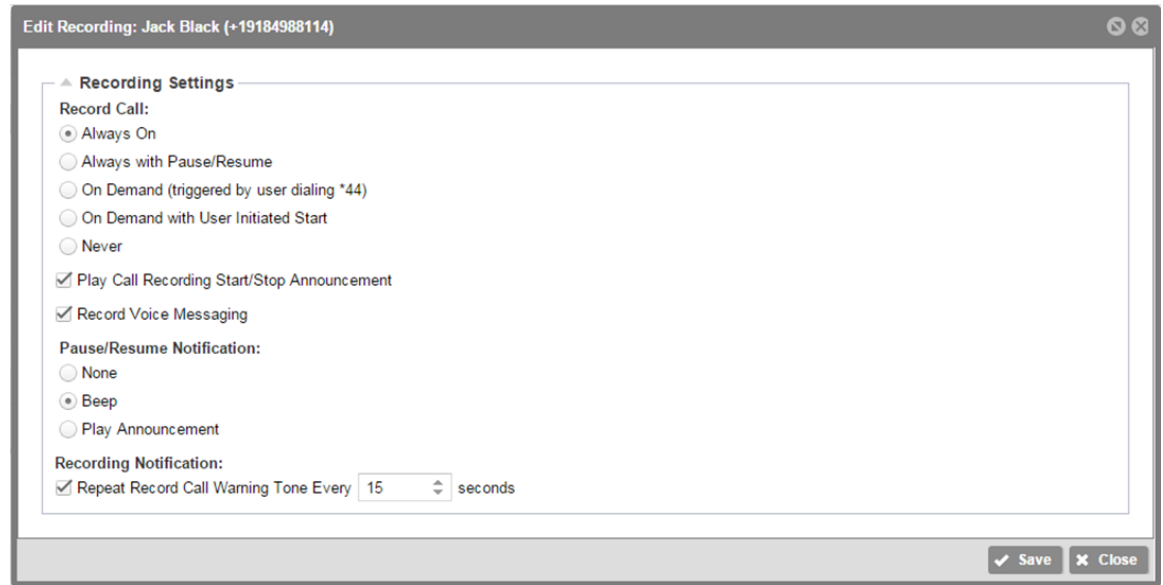
The custom pre-alert announcement is no longer available.

2.5.4   Future Impacts

None anticipated.

2.5.5   Known Issues

None at this time.

2.6   Feature Access Code (FAC) Updates (Star Codes)

2.6.1   Overview

Several Feature Access codes have been added and two have changed. These changes are necessary to support new Hosted PBX functionality and to support future product enhancements.

2.6.2   Implementation / User Dashboard Impacts

These changes only affect the digits dialed by end-users to activate/deactivate certain Hosted PBX features.

Function	Previous Code	New Code
Call Forwarding No Answer To Voice Mail Deactivation	*45	*35
Call Forwarding Always To Voice Mail Deactivation	*24	*36
Call Waiting Interrogation	N/A	*38
Call Recording Stop	N/A	*45

2.6.3   Future Impacts

No known issues at this time.

2.6.4   Known Issues

No known issues at this time.

3　User Experience Improvements

This section discusses the improvements to the user experience and interfaces.

3.1　Outbound Calling Plan Expansion

3.1.1　Overview

Hosted PBX provides an interface to manage the customer inbound and outbound calling plans for each site and specific user/phone numbers. The Outbound Calling plan regulates behavior for calls placed to various destination types. The categories have been expanded to support additional calling zones. The Calling Categories are localized based on country of the Service Provider.

For more information, please refer to the Calling Plan QRG

3.1.2　Implementation / User Dashboard Impacts

No Change to Implementation process.

User dashboard now includes more selections.

3.1.3　Future Impacts

No impacts anticipated.

3.1.4　Known Issues

No issues have been identified at this point.

3.2　My Reports Migration to HMTL5

3.2.1　Overview

The My Reports section of My Account is migrating from Flash to HTML5.   This change removes Flash from the portals, allows reporting to be viewed on tablets.

For more information please refer to the My Reports QRG.

3.2.2　Implementation / User Dashboard Impacts

User Dashboard is enhanced per items listed above.

No impacts to current Implementation process.

3.2.3　Future Impacts

Retirement of Flash environments.

3.2.4　Known Issues

No issues have been identified at this point.

4   Expanded Endpoints

This section outlines introduction of new phones, clients, add-ins as well as upgrades to existing clients. The timing of endpoint changes may take place within the release cycle and are not constrained to the production upgrade dates.

4.1   WorkTime Skype for Business (S4B) & Lync Add-In

4.1.1   Overview

The WorkTime Add-in for Microsoft Skype for Business (S4B) is a client-side add-in that enables calling a phone number using "Call from Phone" or "VoIP from S4B" through WorkTime Desktop.

There is a separate S4B enabled reference client available on the Hosted PBX Support Page for download as well as a reference client without S4B enabled. The S4B version of the reference client has slightly different branding to blend with the S4B experience.

Instant messaging, presence, desktop sharing, and S4B-to-S4B calling stay in S4B. Non-S4B calls use Hosted PBX with WorkTime Desktop as the add-in front end.

The standard WorkTime Desktop installation is used with the addition of a single registry setting.

The add-in integrates directly with Microsoft S4B and relies on the built-in integration between S4B and other Microsoft products. If S4B displays a calling option in a Microsoft product and that call goes through S4B, then the add-in is able to send the call through WorkTime Desktop.

For more information, please refer to the Hosted PBX WorkTime Desktop S4B Product Guide.

4.1.2   Implementation / User Dashboard Impacts

When the WorkTime S4B product is added to the site, the version of the WorkTime Desktop client is downloaded as the S4B client. End Users are assigned the Desktop client per normal process, but the MyPhone download link will point to the WorkTime S4B.

4.1.3   Future Impacts

Potential impacts of changes to the mechanisms and procedures utilized by Microsoft Operating systems, Skype for Business, and other Microsoft applications.

4.1.4   Known Issues

No issues have been identified at this point.

4.2   Desktop and Mobile Client upgrades

4.2.1   Overview

The WorkTime Mobile and WorkTime Desktop clients will upgrade to version 21.2.2 or higher in order to support new Collaboration functionality.   The user guides are or will be available on the Hosted PBX Support Page.

4.2.2   Implementation / User Dashboard Impacts

No changes to current process.

4.2.3 Future Impacts

Clients may upgrade to a later version during 2016 depending on bug fixes or introduction of new feature/functionality.

4.2.4 Known Issues

Any known issues are documented in the client Admin, User and Collaboration documentation on the Hosted PBX Support Page.

4.1 WorkTime Tablet Client

4.1.1 Overview

WorkTime Tablet for iPad and Android is Hosted PBX's newest edition to its WorkTime client offering. The new clients share the same look and feel as the other WorkTime clients.

WorkTime Tablet for iOS Tablet provides the following communication features:

- Instant Messaging and Presence (IM&P)

- Voice Calling (VoIP)

- Voice Calling (circuit-switched) – Requires Tablet to have Cellular Service.

- Video Calling

- Hosted PBX Call Settings

- MyRoom - Audio and Video Conferencing

- MyRoom – Guest Client Support

- MyRoom – Desktop Share Viewing

4.1.2 Implementation / User Dashboard Impacts

The WorkTime Tablet client will now be an available option for Sharing assignment in the MySite → User Feature Tab → Sharing Tab.

In MyPhone, Users are presented with the link to download the client for Apple AppStore or Google Play Store.

4.1.3 Future Impacts

Expanded functionality based on the Hosted PBX WorkTime Client Roadmap.

4.2 Outlook Add-in Upgrade

4.2.1 Overview

The Outlook Add-in for Hosted PBX WorkTime Desktop provides integration between WorkTime Desktop and Microsoft Outlook. This add-in enables Microsoft Outlook to display WorkTime Desktop contact presence and allows the user to invoke client functions like Chat, Call from Computer, Call from Phone Added Outlook 2013 support.

Updates in the new version, 10.2.0 are as follows:

- The add-in is now supported in Outlook 2013 (32 and 64-bit)

- Added the ability to call a non-WorkTime Desktop contact.

- Right-clicking on an email for a non-WorkTime Desktop contact shows the call options as long as the contact has a valid phone number.

- Added Windows 8.0 support (32 bit and 64 bit).

- Added Windows 8.1 support (32 bit and 64 bit). No, Video Call from within Outlook. The Add-in works with the Microsoft Windows operating system.

  The updated version of the client is currently available for linking and customer download.

No changes to current process.

4.2.2 Implementation / User Dashboard Impacts

No changes to current process.

Please refer to the Outlook Add-in User Guide for additional details.

4.2.3 Future Impacts

None at this time.

4.2.4 Known Issues

No issues have been identified at this point.